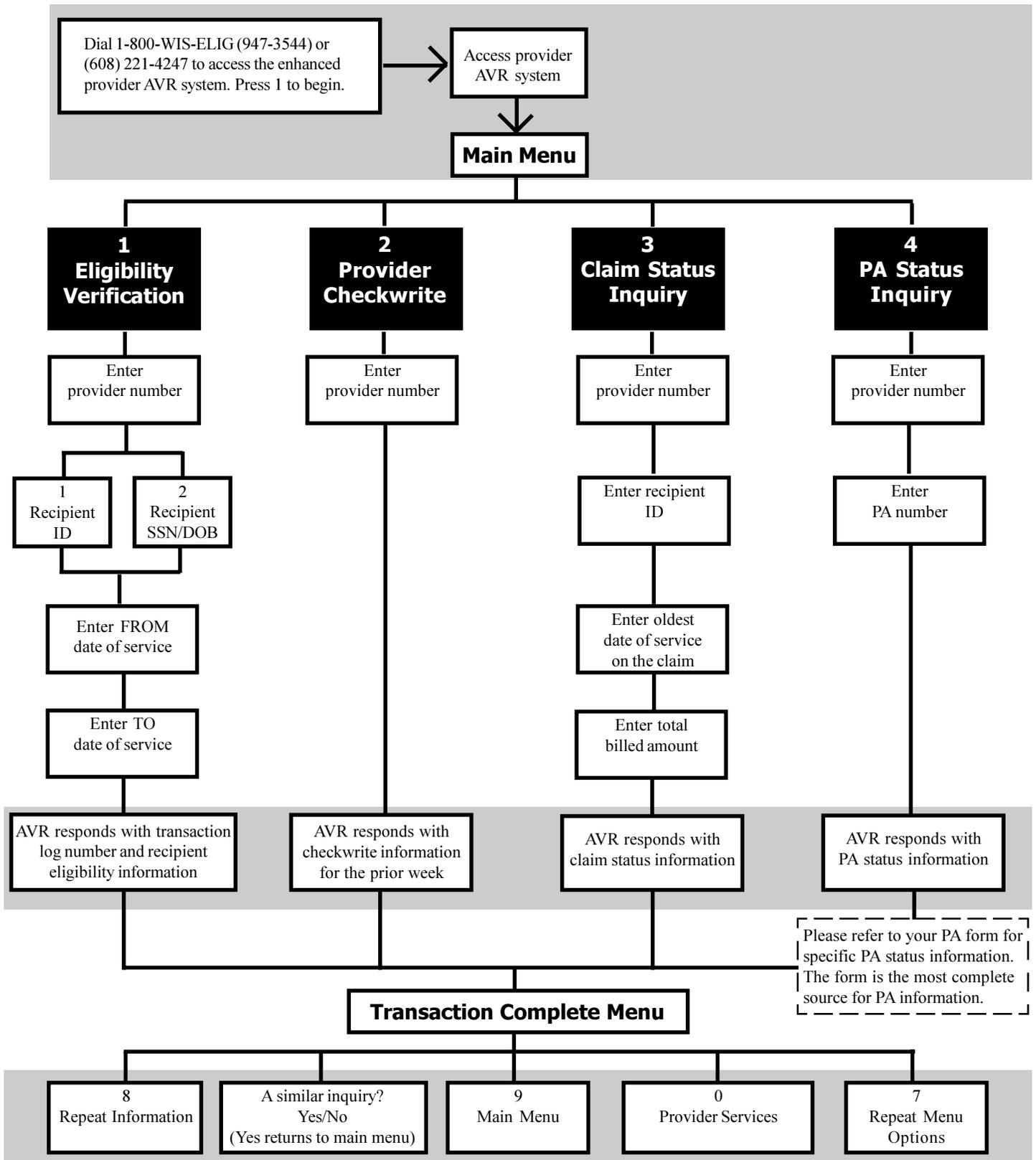


## Appendix 2

### Automated Voice Response Quick Reference Guide



Appendix